IMPERIAL NEXT GENERATION 9-1-1 PROJECT

Description

In 2010, Imperial County approached the California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) requesting to establish a 9-1-1 Customer Premise Equipment (CPE) hosted solution. A Cassidian Patriot Hosted CPE solution provided by AT&T was selected by the four Imperial County Public Safety Answering Points (PSAPs): Imperial County Sheriff, Brawley Police Department, El Centro Police Department and Calexico Police Department. Imperial County Sheriff and Brawley Police Department are the geo-diverse host PSAP locations. Calexico Police Department and El Centro Police Department are the remote PSAP locations.

Background

An Internet Protocol (IP)-enabled network has been identified by the Federal Government and private organizations, such as the National Emergency Number Association (NENA), as the foundation for Next Generation 9-1-1 (NG9-1-1). IP technology will lay the groundwork necessary for expanded capabilities including advanced call routing, geographically independent call access, transferring, and back-up among and PSAPs. In addition, IP technology will enable the 9-1-1 network to support other new and non-voice technologies such as text message, images, data sets, and video in the future.

Timeline

- 3rd quarter 2010 - Imperial approached the CA 9-1-1 Branch with hosted concept and sent a letter of agreement to establish a 9-1-1 CPE hosted solution
- 4th quarter 2010 - CA 9-1-1 Branch received and reviewed the pricing and scope of work
- 1st quarter 2011 - CA 9-1-1 Branch approves AT&T/Cassidian Hosted Patriot Solution
- 2nd quarter 2011 - AT&T/Cassidian Hosted Patriot Solution install complete

Accomplishments

A geo-diverse NG9-1-1 hosted CPE solution was installed to allow the PSAPs the ability for a call taker to take 9-1-1 calls at any workstation within the four PSAPs involved in the project. The project additionally established IP connectivity from the hosts to the remote sites.

- PSAPs accepted the solution on November 15, 2012

- Specific feature requests will be added pending the scheduling and installation of Vesta 4.2 in the 2nd Quarter of 2014

- Call takers are able to take 9-1-1 calls at any workstation within the four PSAPs as if they were in their home PSAP